

Joseph Awwad

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Professional Experience:

Protection-PwSN Case Manager

Feb. 2026 – Present

International Orthodox Christian Charities

- Led the identification and management of individual cases with specific and heightened vulnerabilities, conducting comprehensive home visits and initial assessments to determine protection and health needs and ensure timely referrals and interventions.
- Developed and implemented individualized action plans in collaboration with Persons of Concern (PoC), addressing immediate risks while strengthening resilience and promoting positive coping mechanisms through structured case management, psychosocial support (PSS/PFA), and continuous follow-up.
- Provided end-to-end case management in line with interagency SOPs, including case planning, counseling sessions, referrals, coordination with service providers and community stakeholders, case conferences, monitoring (weekly/monthly), and formal case closure.
- Maintained accurate and confidential documentation of assessments, action plans, referrals, and case progress, ensuring full reporting on RAIS and strict adherence to data protection protocols and safeguarding standards.
- Represented the case management function in internal and external coordination meetings, technical trainings, and multidisciplinary case conferences to ensure quality service delivery and cross-sector collaboration.

Consultant

Jan. 2026 – Present

IDEAL Mena / World Bank

- Assessed participant needs and adapted session delivery to ensure cultural relevance, inclusivity, and effectiveness.
- Coordinated closely with project management and field teams to align implementation with program objectives, timelines, and quality standards.
- Facilitate structured group sessions with fathers using approved materials.
- Encourage participation, discussion, and practical engagement.
- Coordinate with the project and field teams to ensure quality delivery.
- Monitored session outcomes, documented key insights, and provided feedback and recommendations to strengthen program delivery.
- Ensured compliance with safeguarding policies, ethical standards, and donor requirements throughout implementation.

Insurance Advisor

May 2025 – Feb. 2026

Bankers Assurance SAL

- Assess clients' financial situations and long-term goals to design and recommend tailored life insurance solutions, including term, whole, and universal policies.
- Effectively present and explain policy options, guiding clients through the decision-making and application process with clarity and professionalism.
- Build and maintain strong client relationships, ensuring ongoing support, policy renewals, and adjustments aligned with changing needs.
- Ensure all advisory practices and documentation are fully compliant with legal and regulatory requirements.
- Stay current on industry trends, regulatory updates, and product developments to provide informed, compliant advice and maintain service excellence.
- Proactively generate new business opportunities through networking, referrals, and cold outreach, contributing to sustained sales growth.

Refugee Information Unit Caseworker

March 2023 – March 2025

International Catholic Migration Commission (ICMC)

- Conduct preliminary interviews and assessments for refugees seeking resettlement, ensuring adherence to established guidelines and accurate eligibility evaluations.
- Prepare, maintain, and update comprehensive resettlement documentation and case records, ensuring accuracy and timely submissions for supervisory review and decision-making.
- Provide clear, accurate information to persons of concern (PoC) on resettlement policies, procedures, and case status, ensuring transparency and support throughout the process.
- Oversee case follow-up from submission to final decision, coordinating communication and logistical arrangements for travel and departure of accepted refugees.
- Offer technical support on the proGres database and CORTS systems, while assisting in the delivery of training sessions, workshops, and team capacity-building initiatives.

Protection Officer (PwSN Case Management)

March 2019 – Feb. 2023

Danish Refugee Council (DRC)

- Assessed and managed complex protection cases, identifying eligible individuals for resettlement and providing tailored counseling on available pathways.
- Maintained comprehensive case records and databases, ensuring timely reporting and accurate tracking of progress for supervisory review.
- Coordinated logistical arrangements for resettlement missions, liaising with authorities to facilitate safe and organized refugee departures.
- Ensured case management adhered to protection principles, applying an Age, Gender, and Diversity (AGD) lens throughout all interventions.

Protection Assistant

Jan. 2019 – Feb. 2019

Danish Refugee Council (DRC)

- Supported case management processes through accurate documentation, filing, and adherence to protection protocols.
- Assisted in implementing community-based protection interventions, including psychosocial support and awareness-raising sessions.
- Contributed to the development and review of tools and materials, ensuring alignment with protection standards and project objectives.

Community Development Center Assistant

April 2017 – Dec. 2018

Danish Refugee Council (DRC)

- Led community needs assessments and focus group discussions to inform program design and ensure responsiveness to local priorities.
- Coordinated and supported outreach activities with protection teams, including psychosocial support and awareness sessions.
- Managed daily operations of the community center, facilitating smooth collaboration with local authorities and partner organizations.

Monitoring And Evaluation Assistant

Sept. 2014 – Sept. 2016

International Rescue Committee (IRC)

- Carried out field-based M&E activities to assess program performance and ensure alignment with quality standards.
- Verified case data and evaluated intervention outcomes in collaboration with protection teams.
- Supported reporting efforts through accurate data collection, validation, and maintenance of beneficiary records.

Education:

Arts, Sciences & Technology University in Lebanon (AUL), Beirut, Lebanon

2015 – 2020

Bachelor of Science in Business Management and Administration

Official High School Kobayat, Kobayat, Lebanon

2002 – 2014

Lebanese Baccalaureate, Life Science

Languages, Computer Proficiency, & Other Skills:

- **Languages:** Arabic (Native), English (Fluent), French (Fluent)
- **Technical Skills:** Microsoft Office Suite (Word, Excel, PowerPoint); Case management and data entry systems
- **Soft Skills:** Empathy, cultural sensitivity, active listening, interpersonal communication, teamwork, adaptability, attention to detail, organizational skills, confidentiality, and sound judgment

Volunteerism & Civic Engagement:

- Danish Refugee Council (DRC) – Volunteer (*May 2014 – Aug. 2014*)
- Lebanese Red Cross – Volunteer (*3 years*)
- Scouts of Lebanon – NDP Kobayat (*6 years*)